

# REMOTE ACCESS, EMULATION, AND CONTROL OF OFFICE EQUIPMENT

## Abstract of the Disclosure

5 A business has a main office (13) which has a controller (225), a plurality  
of telephones, a plurality of computers, a PBX and/or an ACD (216), and a  
plurality of corporate resources (220) such as servers, hosts, applications,  
10 databases, routers, gateways, switches, a voicemail system, an e-mail system,  
and facsimile servers. A user at the main office (13) has access to the various  
corporate resources and also has a portable communications device (10), such  
as a laptop computer, with which to place a call to the controller via a  
communications link (11) such as the Internet, to send user commands to and  
15 receive the resultant status, information, or operation, from, the controller, to  
access any of the corporate resources and data, and to make calls to and receive  
communications from outside parties (12). In addition, the user may create a  
personal profile which causes the controller to forward selected  
communications to him, via the Internet, wherever the user may be. The laptop  
20 computer allows the user to operate in the same manner as if the user was  
actually in his office, including placing, receiving, forwarding, and  
conferencing telephone calls. As a result, regardless of where the user is  
located, and regardless of what equipment is actually available at the current  
location of the user, the user can conduct business using the same devices and  
25 features that are available at the user's office.